MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2022/2023 (TERM ID 2215)

BRS2014 – RECRUITMENT AND SELECTION

(All sections / Groups)

23 FEBRUARY 2023
9.00 a.m. – 11.00 a.m.
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This Question paper consists of 3 pages with 4 Questions.
2. Attempt **ALL** questions. The distribution of the marks for each question is given.
3. Students are allowed to use non-programmable scientific and financial calculators.
4. Please write all your answers in the Answer Booklet provided.

QUESTION 1

Shahisma Sdn Bhd was established in 1982 specializing in Plastic Injection Molding. Today, Shahisma Sdn Bhd is one of the leading manufacturer in Malaysia. Shahisma Sdn Bhd offers a whole range of plastic products right from the designing stage using 3D Solidworks as a supporting tool, through the injection molding manufacturing process, until parts being completely fabricated.

The production department is composed of production executive (level 1), supervisors (level 2), managers (level 3) and vice president (level 4). The company has decided to study the internal movement patterns of people in the production department, as well as to forecast their likely availabilities in future time periods. Results will be used to help identify staffing gaps (surpluses and shortages) and to develop staffing strategy and plans for future growth.

To do this, the HR department first collected data for 2020 and 2021 to construct a transition probability matrix, as well as the number of employees for 2022 in each job category. It then wanted to use the matrix to forecast availabilities for 2023. The following data were gathered:

Transition Probabilities

		(2020 and 2021)					Current (2022)
Job Category	**Level**	**EX**	**SP**	**MG**	**VP**	**Exit**	**No. of Employees**
Executive (EX)	1	.60	.10	.05	.00	.25	250
Supervisor (SP)	2	.02	.70	.10	.00	.18	100
Manager (MG)	3	.00	.05	.80	.05	.10	20
Vice President (VP)	4	.00	.00	.10	.70	.20	10

Based on the above data:

a) Describe the internal labor market of the company in terms of job stability (staying in the same job), promotion paths and rates, transfer paths and rates, demotion paths and rates, and turnover (exit) rates.

(10 marks)

b) Catherine is the newly recruited human resource (HR) manager for Shahisma Sdn Bhd. A review of the current HR management practices and procedures at Shahisma Sdn Bhd indicated that she will need to develop job descriptions for her department managers.

Describe **THREE (3)** methods Catherine should use to collect information required to develop a job description for department managers'. Identify **ONE (1)** strength and **ONE (1)** weakness of each method

(15 marks)

(Total: 25 marks)

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QUESTION 2

a) The recruitment sources from which a Shahisma Sdn Bhd recruits potential employees are a critical aspect of its overall recruitment strategy.

Propose **ONE (1)** source and **ONE (1)** **EXTERNAL** method of recruitment that might be used for the following jobs. Briefly elaborate on **ONE (1)** advantage of using the selected recruitment method

i) Senior marketing manager with 15 years of experience.

(5 marks)

ii) Entry-level trainee accountant

(5 marks)

iii) Administration clerk

(5 marks)

(15 marks)

b) The recruiter is usually the first person with whom potential applicants have contact. Individuals may make conclusions about the attractiveness of a job or the probability of receiving a job offer based on the recruiter characteristics.

Briefly describe **TWO (2)** desirable recruiter characteristics.

(10 marks)
(Total: 25 marks)

QUESTION 3

a) Describe **THREE (3) initial** assessment methods you would use in **EXTERNAL** staffing decisions at Shahisma Sdn Bhd

(15 marks)

b) Identify and describe **TWO (2) initial** assessment methods you would use in Shahisma Sdn Bhd **INTERNAL** staffing decisions.

(10 marks)
(Total: 25 marks)

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QUESTION 4

a) The organization has considerable discretion in the content of the offers that it puts together to present to finalists. The employee value proposition (EVP) is the total package of extrinsic and intrinsic rewards that the offered job will provide to the finalist if the job offer is accepted.

Identify and explain **THREE (3)** factors-that may influence the creation of job offers.

(15 arks)

b) Azreen will need to prepare a contract of service for the new engineer before the commencement of their employment.

Briefly explain **FIVE (5)** items to be included in the contract of service.

(10 marks)
(Total: 25 marks)

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